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| **Role title:** | Business Change Partner | **Responsible to:** | Head of CI and Change |
| **Division:** | Digital and Change | **Department:** | CI and Change |
| **Direct Reports and Level:** | Business Change Manager Senior Business AnalystBusiness Analyst | **Scope:** | MPS worldwide provision to improve the effectiveness of MPS and the member experience |
| **Scale:** | 4-5 People (BCM,BA’s Level 1 and 2)£xxx Budget£xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement | **Role Family** | Technical |

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| **Overall Role Purpose** |
| The purpose of the Business Change Partner role is to provide support and challenge to senior sponsors and stakeholders within the Division they are aligned to. Ensuring their prioritised strategic and operational objectives are visible within the overall change portfolio and supported with robust and rigorous plans (including opportunities for CI and digital initiatives) to ensure we are achieving the best outcomes for our members. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Provide leadership across the Digital and Change division and in particular the Continuous Improvement and Business Change team to deliver on the overall corporate strategy, strategic priorities, business performance, and leadership of teams that reinforces the desired culture.
* Contribute to the development and delivery of the Digital and Strategic Change strategy and plan to time, cost and quality
* Support and challenge the development of divisional plans within the designated divisions engaging with business leaders to ensure understanding and completion in line with change portfolio governance requirements
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* D&C engagement index Vs plan
* D&C leadership index Vs plan
* Delivery people plans Vs Plan
* Divisional Strategic priorities Vs plan
* Operational change priorities vs plan
* Feedback from Sponsors
 |
| **Financial*** Work with other Digital and Change leaders to set and deliver the budget ensuring an efficient and effective CI and Change operating model which minimises cost and maximises financial sustainability without compromising the change support.
* Provide support to the project sponsors in developing metrics for business cases where required and benefit realisation as appropriate.
 | * ROI or Experience measure as agreed with Sponsor
* Operational budget Vs Plan
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| **Member*** Lead a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes
* Monitor and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
 | * Net promoter score
* Member feedback
* Member Experience Scores
 |
| **People**  * Provide strong leadership to ensure the training, competence, performance and engagement of all employees in CI and Change team ensuring all have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across People and Culture for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees
* Be a role model for best practice in demonstrating prioritisation process to enable best allocation of resources.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
 |
| **Risk*** Support an environment where all colleagues in Digital and Change recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to support Digital and Change handling activity within risk appetite; comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Successfully understand complex business challenges across all MPS Departments, deploying end to end review tools and techniques to identify opportunities for changes that will support the delivery of MPS’s vision, strategy and objectives
* Develop business cases where appropriate with £ multi-million costs and benefits profiles (typically ranging from £3m to £10m)
* Work within a Matrix structure maintaining close links with leaders and colleagues worldwide to support the delivery of a member driven experience
* As the landscape continually changes, keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in Change practices
* Undertaking other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade or role
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| **Key Governance Responsibilities** |
| * Deputise for Head of CI and Change at Architecture Committee
* TBC
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Organisation |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Maintain knowledge of industry best practice and market trends
* Detailed understanding of tools, technologies and practices to change.
* Educated to a degree standard or equivalent business experience
 | * Strong organisational skills – organising self, teams and balance of multiple activities / deliveries
* Strong communicator – ability to communicate to an Executive audience and converse with all levels
* Excellent Operating Model, Change Management, Process Analysis, Project Management Skills
 | * Significant experience of delivering change – can anticipate points of challenge and explain/advocate the benefits of change
* Extensive experience of managing people
 |
| **Desirable** | * Project Management qualification (such as Prince 2, MPW)
* Process Improvement qualification (such as Lean, Six Sigma
 |  | * Knowledge of the indemnity market for medical and dental professionals
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